



# APPENDIX I

## SAMPLE CUSTOMER SURVEY FORM

The following is a sample customer survey form provided by the Michigan School Business Officials (MSBO). An education organization can refer to it as it develops its own evaluation materials. However, every item may not be applicable to all school organizations. It is presented only as a resource, and does not represent a standard or an agreed-upon convention.

<b>Custodial</b>						
1 = STRONGLY DISAGREE 2 = DISAGREE 3 = NEUTRAL 4 = AGREE 5 = STRONGLY AGREE						
Measure/Rating	1	2	3	4	5	
My work area is kept clean.						
Insects are rarely or never found in my work area.						
Rodents are rarely or never found in my work area.						
Floors are kept clean.						
Spills are cleaned up immediately.						
Bathrooms are kept clean.						
Bathrooms are free of graffiti.						
School grounds are kept clean.						
Graffiti is removed within 24 hours of its appearance.						
Paper, cans, and debris are cleaned up quickly.						
Snow and ice are removed quickly.						
Custodial staff are rarely seen to be wasting time.						
Custodial staff are cooperative and responsive.						
I am satisfied with custodial service in general.						
<b>TOTALS</b>						

<b>Maintenance</b>						
1 = STRONGLY DISAGREE 2 = DISAGREE 3 = NEUTRAL 4 = AGREE 5 = STRONGLY AGREE						
Measure/Rating	1	2	3	4	5	
My work area is well maintained.						
Nonworking lights are replaced in a timely manner.						
Ceiling tiles are replaced when they are soiled or broken.						
Emergency work orders are handled in a timely manner.						
Safety related work orders are completed immediately.						
Maintenance staff use safe practices at all times.						
Maintenance staff don't disrupt students and classes.						
Maintenance staff are cooperative and responsive.						
I am satisfied with maintenance service in general.						
<b>TOTALS</b>						